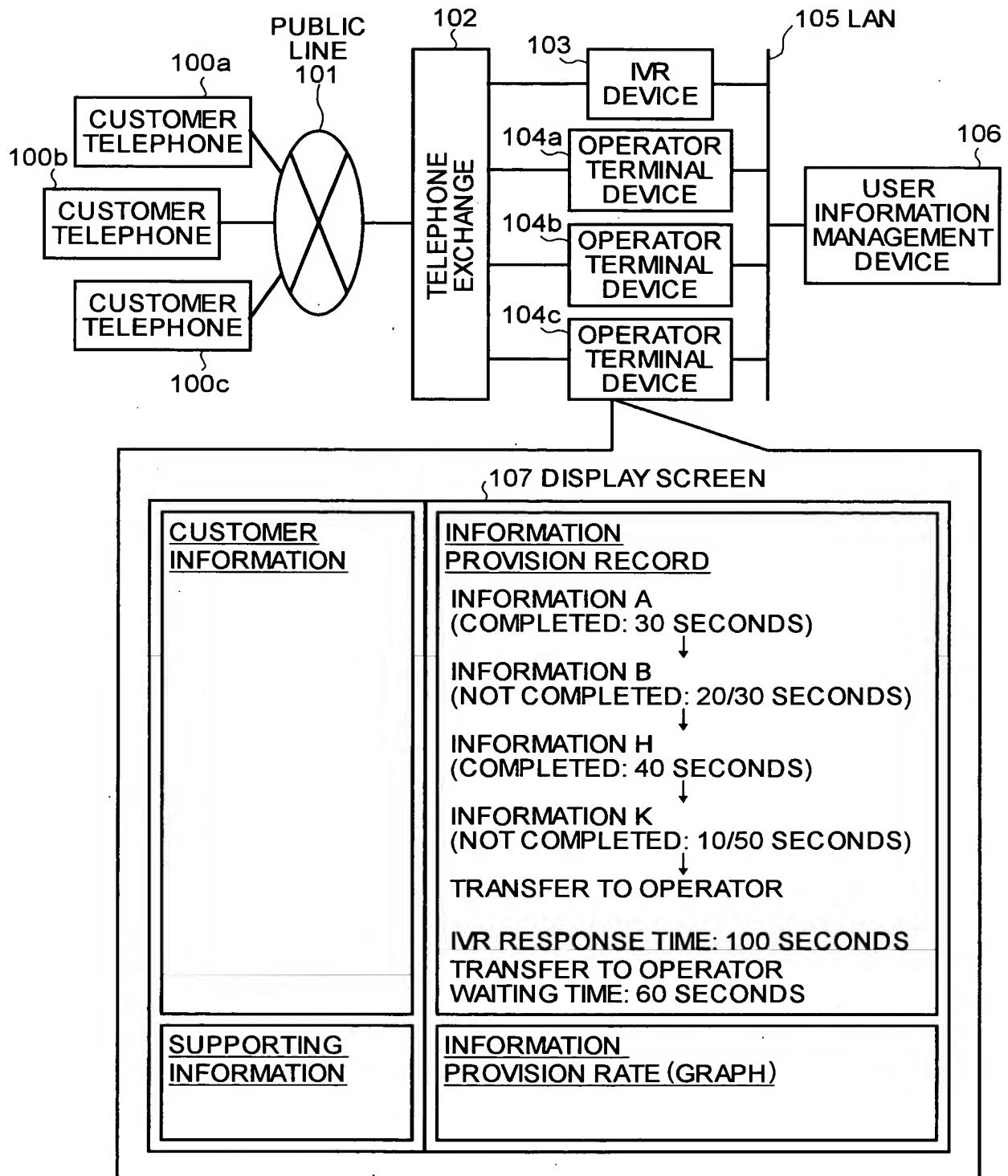


FIG. 1



**FIG.2**

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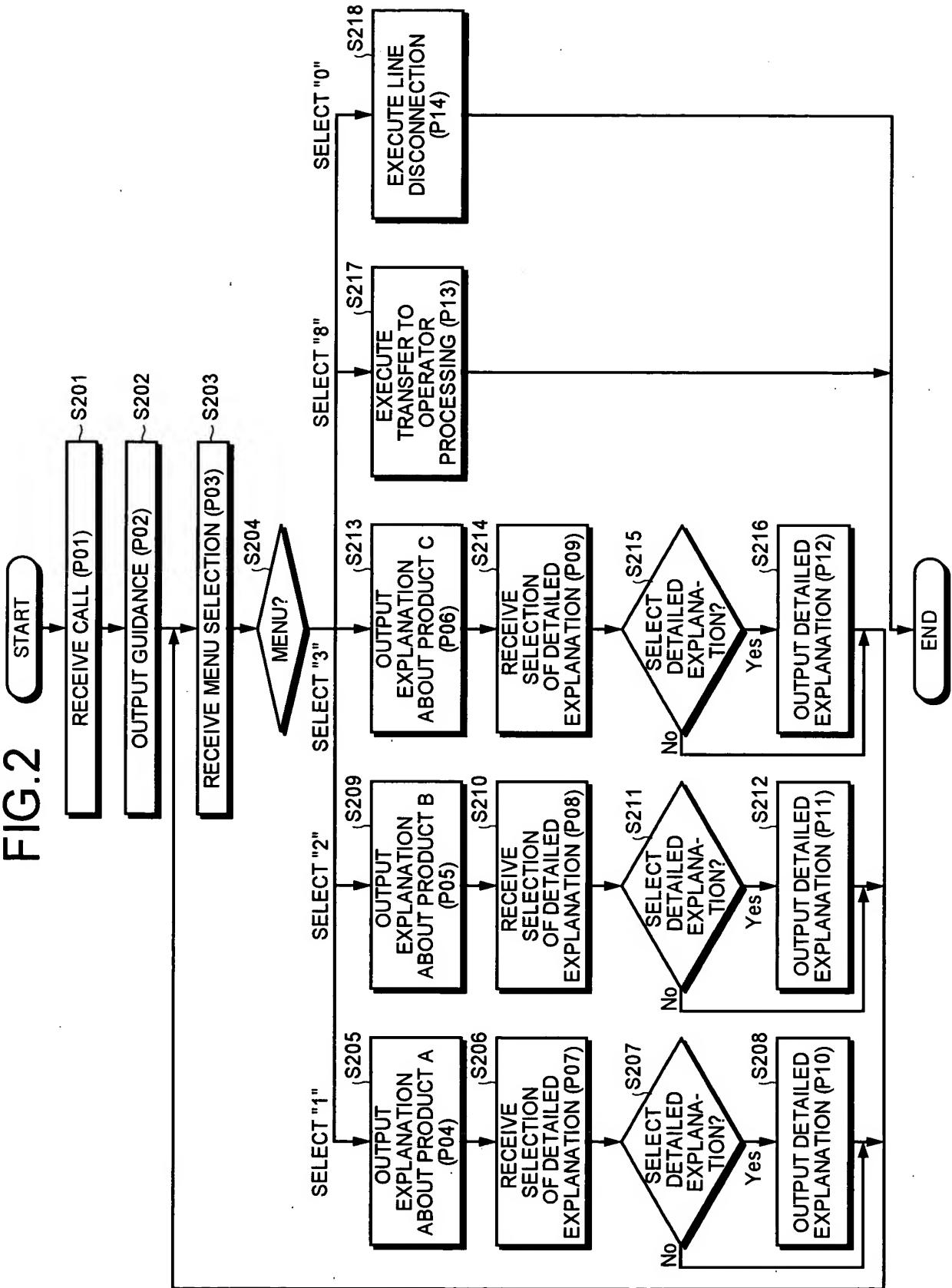
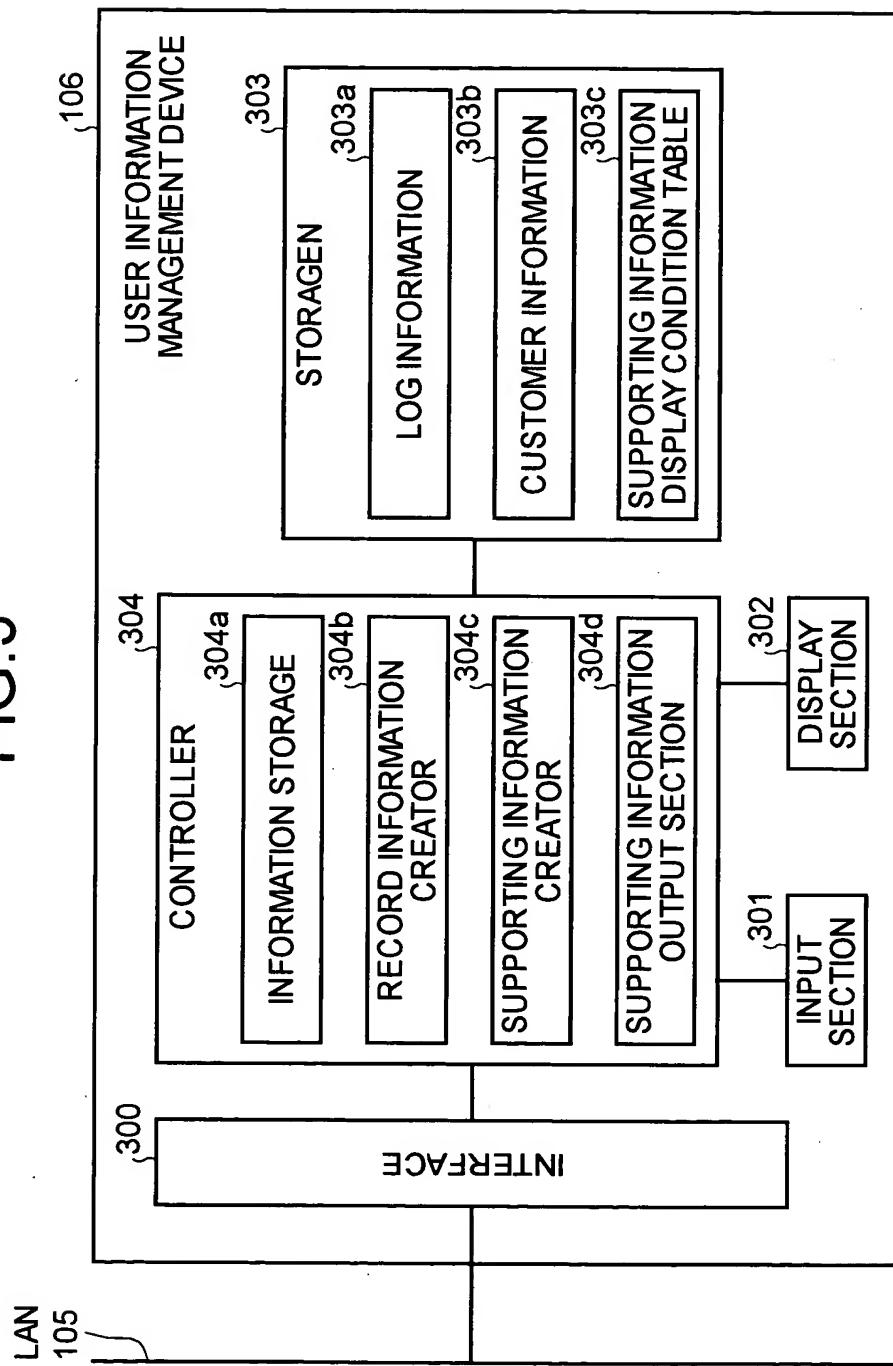


FIG.3



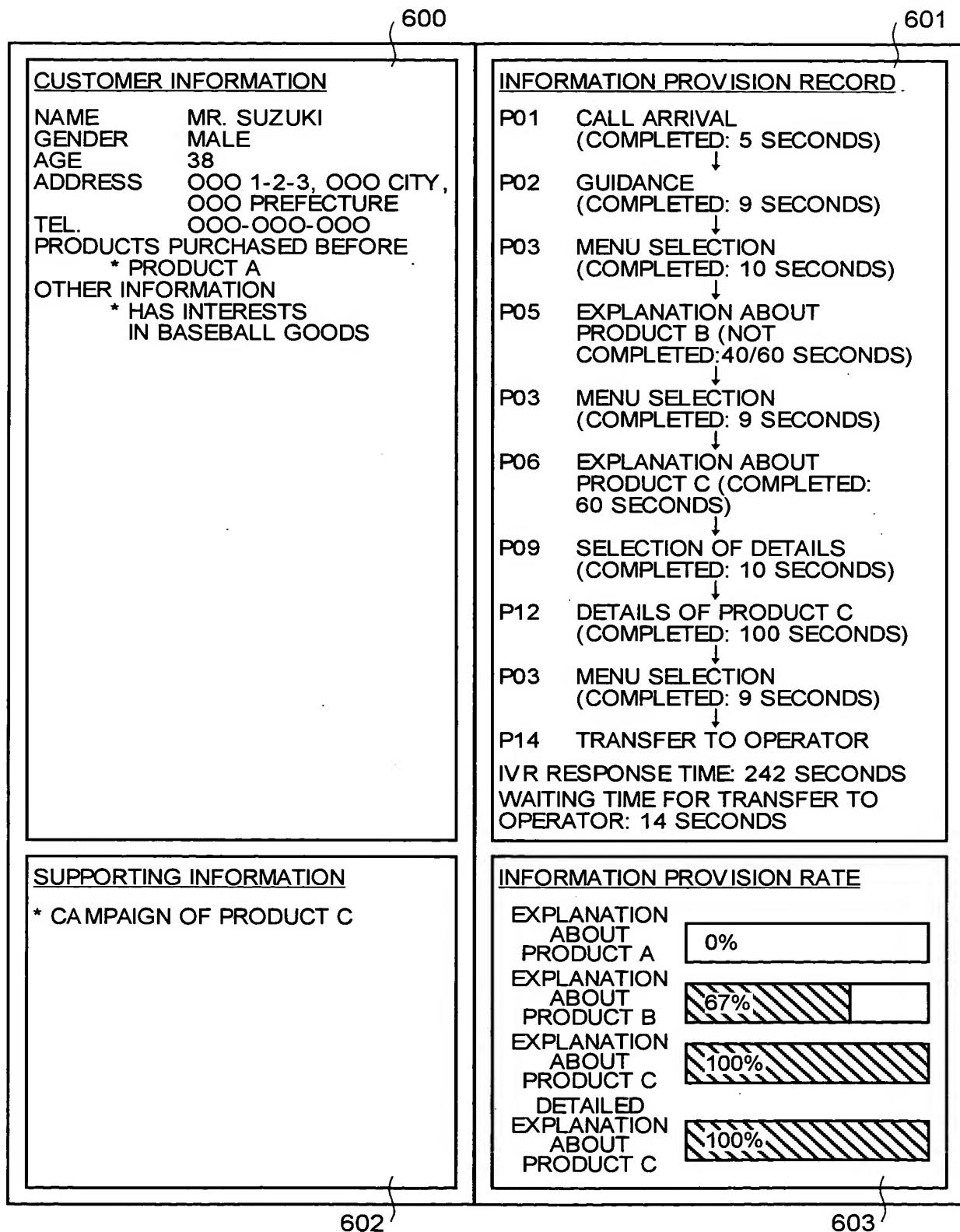
**FIG.4**

INCOMING CALL RECEPTION NUMBER	PROCESSING IDENTIFICATION NUMBER	STARTING TIME	ENDING TIME	COMPLETION/INCOMPLETION FLAG
1-1	P01	10:00:00	10:00:05	COMPLETED
1-1	P02	10:00:06	10:00:15	COMPLETED
1-1	P03	10:00:16	10:00:26	COMPLETED
1-1	P05	10:00:27	10:01:07	NOT COMPLETED
1-1	P03	10:01:08	10:01:17	COMPLETED
1-2	P01	10:01:15	10:01:20	COMPLETED
1-1	P06	10:01:18	10:02:08	COMPLETED
1-2	P02	10:01:21	10:01:30	COMPLETED
1-2	P03	10:01:31	10:01:42	COMPLETED
1-1	P09	10:02:09	10:02:19	COMPLETED
1-2	P13	10:01:43	10:03:43	INCOMING CALL TO OPERATOR
1-1	P12	10:02:20	10:04:00	COMPLETED
1-1	P03	10:04:01	10:04:10	COMPLETED
1-1	P13	10:04:11	10:04:25	INCOMING CALL TO OPERATOR
...	...	...	...	...

## FIG.5

CONDITION IDENTIFICATION NUMBER	DISPLAY CONDITION	DISPLAY CONTENTS
1	TRANSMISSION OF EXPLANATION ABOUT PRODUCT A(P04) IS COMPLETED	DETAILED EXPLANATION ABOUT PRODUCT A
2	TRANSMISSION OF EXPLANATION ABOUT PRODUCT B (P05) IS COMPLETED	DETAILED EXPLANATION ABOUT PRODUCT B
3	TRANSMISSION OF EXPLANATION ABOUT PRODUCT C (P06) IS COMPLETED	DETAILED EXPLANATION ABOUT PRODUCT C
4	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT A(P10) IS COMPLETED	CAMPAIGN OF PRODUCT A
5	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT B(P11) IS COMPLETED	CAMPAIGN OF PRODUCT B
6	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT C(P12) IS COMPLETED	CAMPAIGN OF PRODUCT C
7	WAITING TIME FOR TRANSFER TO OPERATOR IS 60 SECONDS OR MORE	CUSTOMER WAITING LONG FOR TRANSFER (APOLOGY IS NECESSARY)
8	DIRECT INCOMING CALL TO OPERATOR	OPERATOR DIRECT
...	...	...

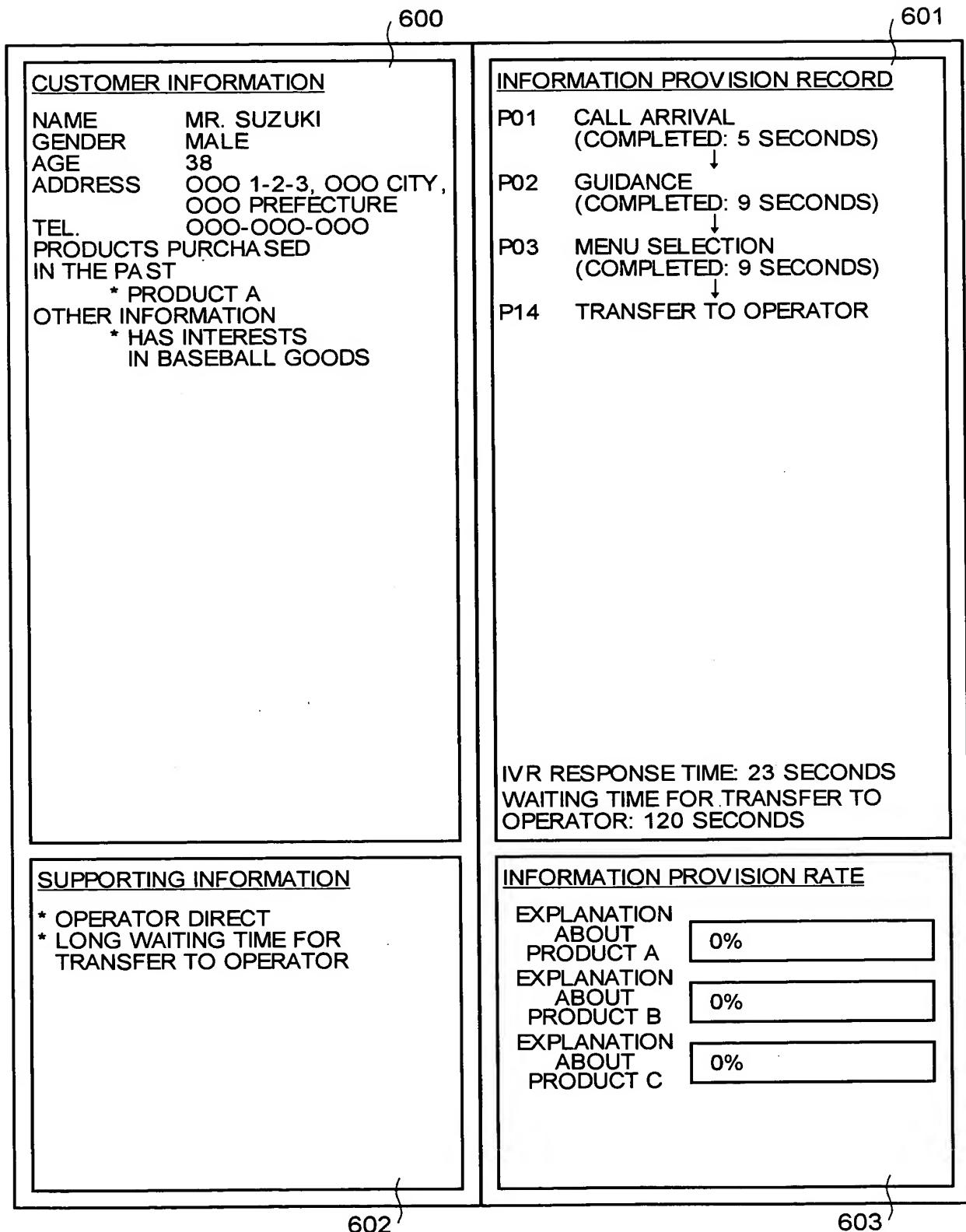
## FIG.6



602

603

## FIG. 7



602

603

FIG.8

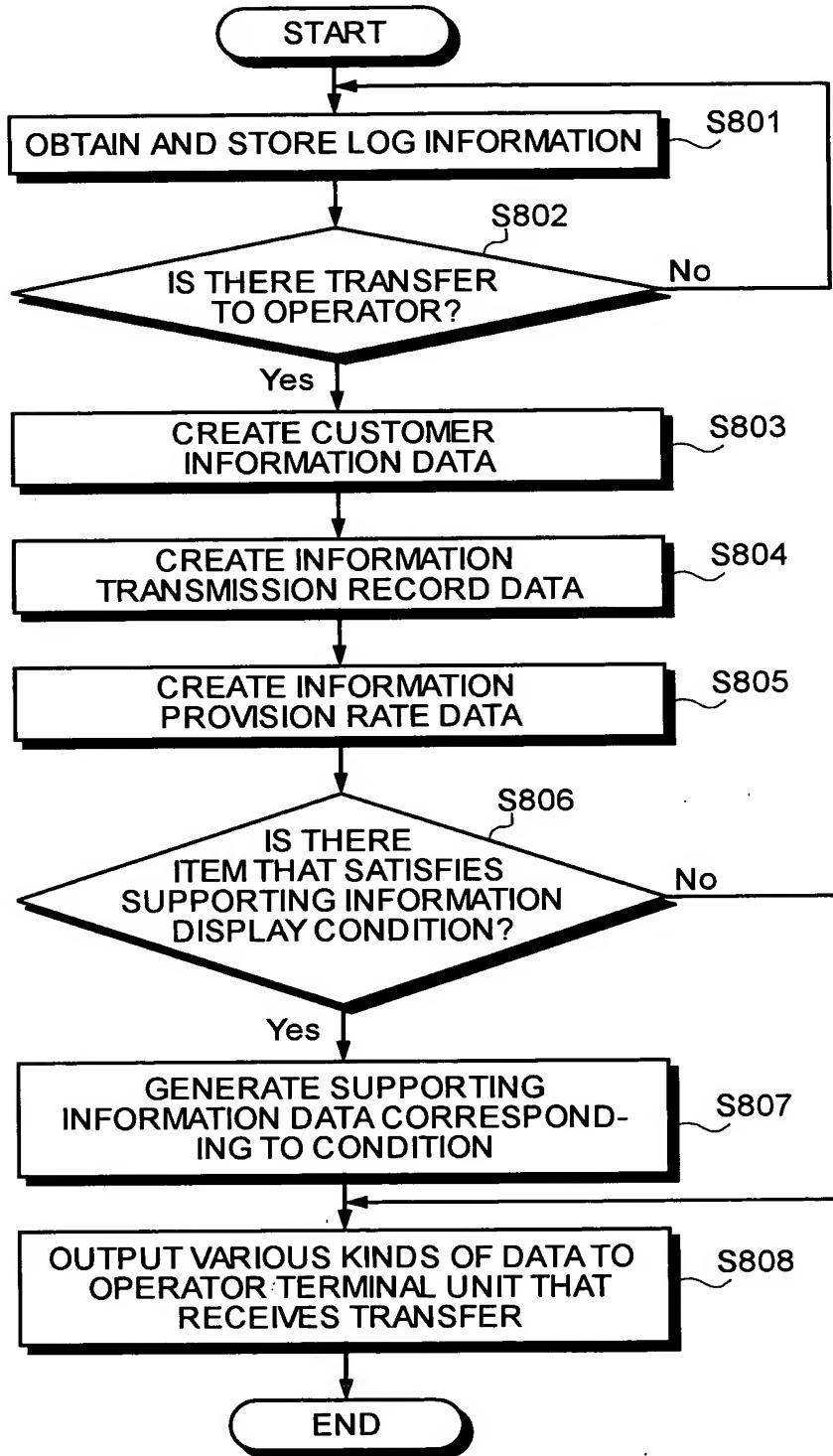
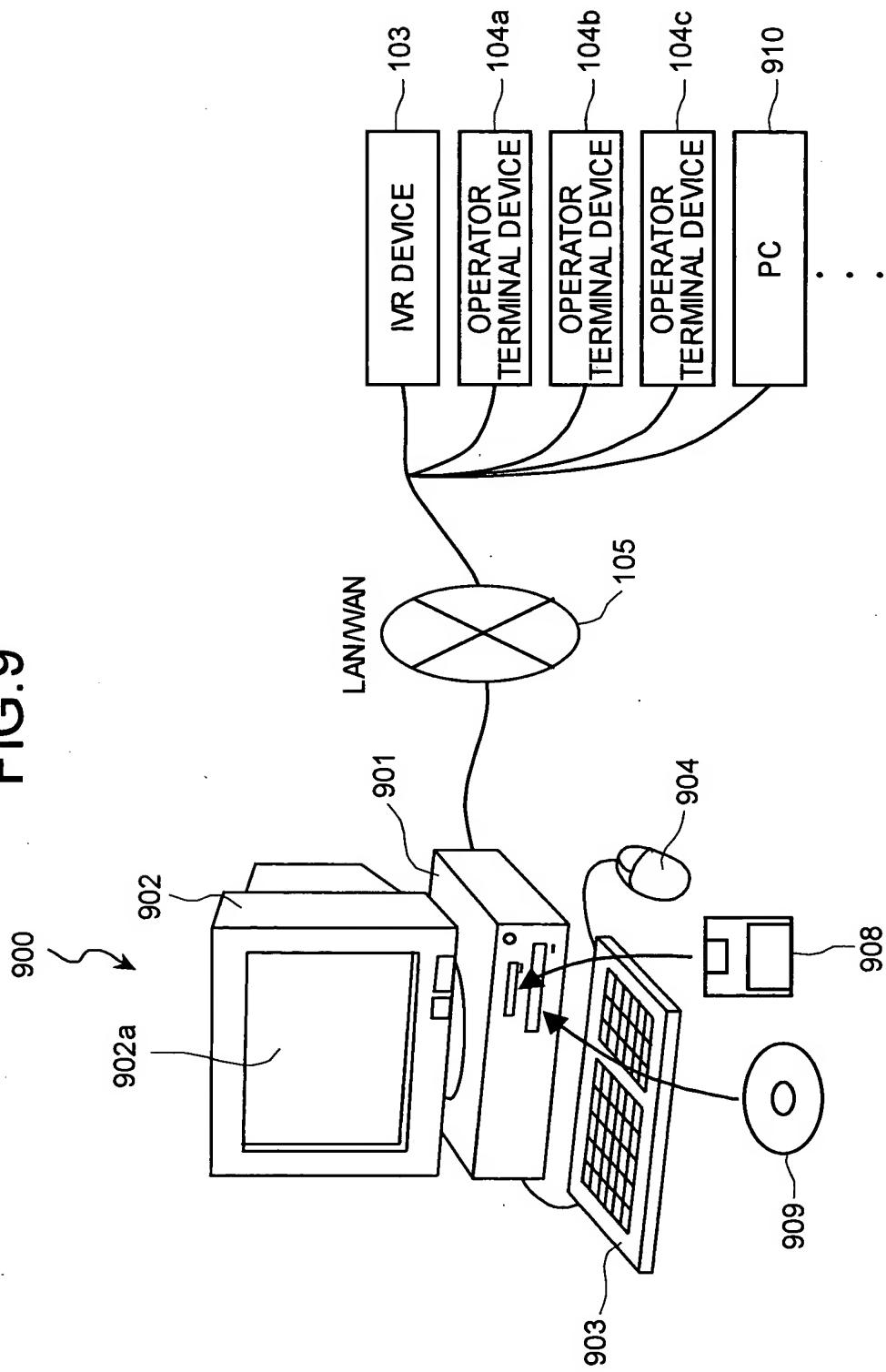


FIG.9



**FIG.10**